



**Solicitation Information
October 21, 2016**

Addendum #1

RFP# 7551014

TITLE: Inmate Commissary & Banking System – Concession Contract

Submission Deadline: November 15, 2016 at 2:30 PM (ET)

Please Note: Submission deadline has been extended from November 1, 2016 at 2:00 PM to Tuesday, November 15, 2016 at 2:30 PM (ET).

Please see attached vendor questions with State responses.

No further questions will be answered.

GAIL WALSH

CHIEF BUYER

Vendor A

1. What are the State's plans with closed Donald Price facility? Are there any expectations to reopen the facility within the contract term?
 - There are no plans to reopen the facility within the contract term; however, there is always a possibility that population levels could increase requiring the Price Facility to reopen.
2. Please confirm that the project requires offsite picking.
 - The RIDOC confirms that offsite picking is required.
3. Please confirm that all deliveries will require full-time, vendor owned trucks that will stay onsite at the facility within a compound.
 - The RIDOC requires deliveries to be made to all of the institutions and all delivery vehicles must be clearly marked to contain the applicable vendor's logo. The RIDOC has no preference if the vehicle is leased or owned by the vendor. The vehicle(s) should be available to address daily delivery needs and address issues as they arise.
4. Please confirm that the successful vendor will be required to provide their own carts. How many carts will be required?
 - The vendor will be required to provide any equipment required to fulfill the terms of the contract. The number of carts shall be determined by the vendor but should be sufficient to address the delivery timetables established by a determined schedule.
5. Please confirm that the successful vendor personnel will be required to process orders and credits.
 - The successful vendor is required to have personnel to process orders and credits. Currently, orders are submitted electronically via the kiosks. Credits are paper-based to provide a paper trail.
6. Is the State's preference one flash drive with both the technical and cost proposals, or two separate flash drives?
 - The technical and cost proposals can be contained on one flash drive but should be two separate files.
7. Please confirm that wireless or T1 lines will be the responsibility of the vendor.
 - All equipment and wiring is the responsibility of the vendor.
8. How will songs and MP3 players be transitioned to a new vendor?
 - The successful vendor will be responsible for building a transition that may be necessary. If there is interface software that is needed, the vendor shall be responsible for supplying that interface.
9. Does every inmate have access to power to charge players and tablets? Or will vendors be required to install charging stations?
 - Inmates have access to power to charge equipment.

10. Are kiosks at the intake facility required to do mp3?
- Yes they are.
11. Page 16 Section M. "ADD ALTERNATE" – says "messaging shall be limited to incoming email only". Please confirm whether DOC will be open to allowing bi-directional email once incoming has proven successful.
- The RIDOC is only interested in allowing incoming email at this point. There may be a change in policy in the future but at this point allowing outgoing messages is not being considered.
12. Will inmates housed at ICS be allowed to utilize MP3 player/tablet and/or messaging services?
- Those inmates that are assigned to segregation status lose privileges so these services should not be made available.
 - If you are discussing those detained at the Intake Service Center, MP3 players, tablets and incoming messaging should be made available.
13. Will Rhode Island DOC allow protective covers to be sold for MP3 players and tablets?
- That is an issue that will have to be determined because of security issues.
14. Will Rhode Island DOC allow game and movie content to be included in tablet program?
- The RIDOC has allowed music and audio books at this point. The Department may be interested in limited game and movie content if a tablet program is proposed; however, all content would have to receive prior approval.
15. How many inmate deposits does the DOC currently receive each month?
- a. Of those deposits:
- i. How many deposits are made each month via the mail (i.e. deposits mailed directly to the DOC)?
 - ii. How many deposits are made each month via electronic/wire transfer (i.e. third party provider)?
- The RIDOC receives on average approximately 3,800 deposits during the month. Of that amount about 600 are received through the mail, approximately 1,800 are window transactions taken by RIDOC staff and approximately 1,400 are made through electronic transfers.
16. In Section 3, Item H. 3., the Department requests that "The vendor shall provide three hard copies of their submission and one electronic copy in PDF format." However, Section 4 paragraph three states that an original and six copies of the response are to be submitted. Please clarify the number of responses to be submitted.
- The numbers outlined in Section 3 are correct. The vendor is required to provide three hard copies and one electronic copy in PDF format.

Vendor B

1. This RFP was posted on October 3rd, but there is already a Q & A attached.
 - Whose questions are these?
 - Why were other potential bidders not given a chance to have questions answered at the same time as this bidder— so as to allow proposers an equal chance to draft their best proposals?
 - Response: These were example questions raised and the RIDOC offered the information for clarification purposes.
2. Please provide a sales report showing per-item sales (quantities and dollars) for the RIDC's commissary for the last six months. This is information that the current vendor already has and without which other bidders cannot compose well informed price / commission bids.
 - What sales reports does the RIDC receive for commissary and package programs? On what schedule and in what format does the RIDC prefer to receive these reports?
 - Response: The Department does not have a detailed per-item sales report for the last six months. This information will not be provided as it is proprietary and pricing of products should be based on a cost plus methodology. The total sales volume has been provided which should be sufficient information to build a pricing structure. Sales reports are provided on a monthly basis in Excel format and information is broken into generalized categories on a facility by facility basis. This format and frequency is anticipated to continue.
3. Section 4, Proposal Submission asks for six copies of proposals; Section H on page 15 says three copies and a pdf file. How many would the State like?
 - Response: Please see Question 16 above. The vendor is required to provide three hard copies and one electronic copy in PDF format.
4. What sort of kiosks are currently installed in the inmate housing units?
 - Does each kiosk location have 110V or 120V grounded, conditioned power?
 - Is there Ethernet or Cat 5E or 6 cable running to each of the kiosk locations?
 - If so, who owns this network and network infrastructure?
 - Will the selected vendor be allowed to re-use this infrastructure for new kiosks?

- What is the required timeline to install new network (if necessary) and kiosks following contract award?
 - Is the server closet closest to the kiosk locations climate controlled with UPS (Uninterruptible Power Supply) and surge protection?
 - Is the space for a simple server rack in this room?
 - May interested bidders arrange a visit to the facilities to inspect the kiosk locations, network infrastructure and server closets before making a proposal?
- Response: Standalone, floor-mounted kiosks are provided in the housing units. 110V power is provided and there are roof-top transponders in each building that communicate to the building's kiosks. There is UPS equipment in the telephone closets. All equipment and the segregated network is owned, installed and maintained by the vendor running through separate departmental fiber. It cannot be assumed that the existing vendor will leave any equipment in place and any costs to replicate the existing system should be included. There should be a tight timeframe assumed for replacement of the current system in order to get the commissary ordering system operational. The telephone closets have UPS units, are not climate controlled and there is not sufficient space for a server rack in these areas. The central server is located at the Intake Service Center main computer room overseen by the Department's MIS unit. Because the kiosks are located in cellblock areas, the Department is not interested in providing site visits.
5. The RFP seems to require that we provide a deposit kiosk for visitors AND that we interface with JPay to accept deposits from their web-channels. The FAQ on the Department's website suggests that web and phone deposits are taken by two vendors AND that the Department takes deposits by check and money-order.
- Please clarify whether the selected vendor will be able to directly accept deposits to the inmate trust accounts?
 - Will the selected vendor need to provide staff to process the check and money-order deposits that the Department currently takes? If so, how many deposits does the RIDC receive by mail each month?
 - Does the RIDC have a contract with the current deposit-takers?
 - If so, do the terms of the RIDC's current contract(s) give exclusivity to either or any processor for web, phone or kiosk deposits?
 - According to online FAQ bank drafts are also accepted by the department. In what format and through what system will

information about these deposits be loaded into our banking software?

- What support will the selected vendor need to provide for these processes?
 - Will the deposit kiosk(s) that the incoming vendor installs be the only deposit kiosk(s) available to visitors?
 - Response: A deposit kiosk should be provided at the Intake Service Center that takes deposits from visitors and will be the only deposit kiosk available to visitors. The Department has a contract with J-Pay and the vendor shall be responsible for building an interface that allows for J-Pay deposits to be uploaded automatically and be posted into the inmate's trust account. There are no exclusivity clauses in these contracts. The Department operates a "window" operation that takes deposits via cash, checks or money orders. This function will remain in operation and the vendor will be responsible for providing the trust banking software used by RIDOC staff. The vendor will be allowed to electronically accept deposits but any associated fees should be clearly outlined. Training, software and programming costs shall be provided by the vendor. Bank drafts will be allowed through the window operation. The vendor shall also be responsible for all technical, maintenance and day-to-day operation of the software and servers to support this system.
6. Part C.4 & 5 of the RFP appears to allow vendors to compose their own menus, but the attached spreadsheet seems to require that all bids include the same mix of products. Do all proposers have to match the current item list? Or can each bidder offer their own menu as long as it complies with section C?
- Regarding the bid menu, there don't appear to be any instructions about offering items that are comparable in size and description. What are the parameters for which products will be accepted on each line?
 - How can these menus be judged? Will lower prices per item or per ounce be preferred? Will products be sampled for quality?
 - Response: Vendors can compose their own menus; however, the Department is seeking a comparable list of items and products that are available for sale to the inmate population. The size of the product and proposed pricing should be provided so both of those issues can be evaluated. It should be noted that the inmate population will often seek smaller sized items because of pricing and their availability of funds. As a rule, the RIDOC looks at the both the price per ounce/unit and overall cost. Once a final menu is agreed upon, products will be sampled for quality and security issues.
7. The RFP requires that the selected vendor sell MP3 players. Should we also propose to sell MP3s?

- What format of DRM (Digital Rights Management) must the MP3s be compatible with (if any) to work on the current MP3 players?
 - How are MP3s currently sold?
 - Are there kiosks or workstations near inmate areas to sell MP3s? If so, who owns these kiosks? Who owns the network running to these kiosks? Will the selected vendor have access to this network or be able to use this conduit to deliver MP3s?
 - Response: Vendors are requested to sell MP3 or MP4 players that are compatible with the current equipment being sold. The MP3s are sold through the kiosks menus as a non-standard item where the delivery and accounting of these items are controlled as property items. The vendor owns the segregated network that operates and controls the kiosks, the banking system and administrative system used by the vendor but it operated in fiber strands owned by the RIDOC.
8. What trust fund application does the RIDC currently use?
- Will the incoming vendor need to import and convert a file from the legacy system to retain inmate transaction histories and other information for reporting purposes?
 - Response: The RIDOC currently uses the Keefe Inmate Trust and Banking software. The vendor will be required to import information from the existing system so there is a continuity of information in the process.
9. How do inmates currently subscribe to periodicals (mentioned on the RIDC's online FAQ)? Do they receive them in the mail or through a kiosk?
- If a kiosk, do they download them or read them at the kiosk?
 - If they download them, to what devices? In what format are the periodicals sold and downloaded? Please describe the tablets or other devices to which they are downloaded?
 - Who owns these kiosks and the network running to them?
 - Response: Inmates subscribe to periodicals through the mail currently and must go through a prior approval process. It is not envisioned that this function would change unless certain approved publications were available as an approved menu item that would be coordinated by the vendor.

10. Is a commission required on the friends and family package program?

- If so, how will it be scored? There appears to be no points allotted to it in the scoring rubric.
- May we have a copy of the current package program menu with prices and a sales report showing per-item sales for the most recent program?

- Response: A commission is required as it is a component of the commissary items sold. All of the information requested is not currently available; however, it should be noted that items for sale and pricing must be approved by the Department and adhere to the restrictions outlined on pricing.

11. Is any inmate labor used to help unload deliveries or move carts and orders through the facilities?

- If so, does the vendor need to reimburse the RIDC for this labor? At what rate and how much is currently used?

- Response: Inmate labor should not be assumed in the moving or delivering products through the facilities. Sufficient staff from the vendor should be supplied to address deliveries within the assigned timeframe.

12. Given the amount of information necessary for interested proposers to compose responsible bids which is missing from this RFP, will the state please consider extending the deadline by two weeks so that we have sufficient time to create our plans AFTER receiving responses to our questions and conducting a brief site tour?

- Response: Submission deadline has been extended to Tuesday, November 15, 2016 at 2:30 PM (ET).